



User Guide

Spruce Knob Seneca Rocks Telephone Co.

www.sksrt.com

Thank you for choosing Spruce Knob Seneca Rocks Telephone, Inc. as your phone, tv programing & internet provider. We work and live in the rural areas we serve, and we strive to provide the best Fiber Optic Network offering Internet, Television and Phone. We have provided some important information.

Mission Statement

Spruce Knob Seneca Rocks Telephone, Inc. is a not-for-profit telephone cooperative dedicated to providing communication services, along with related facilities, to its subscriber members at the lowest possible cost that is consistent with sound economic principles, honest and innovated management practices along with a strong commitment to excellent service.

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Back Cover

Contact Information for SKSRT

SKSRT website information

Payment Options

- **Payment by Phone:** Call one of our locations; Monday-Friday 8am-4pm and one of our Customer Representatives can take your payment over the phone from your: credit card, debit card, checking or savings account.
- **Pay your bill online 24/7:** At www.spruceknob.net. (you will need a copy of the first page of your invoice, to register, login and set up username & password).

Account Information

To help ensure we are authorizing access to the true owner of this account we ask that you enter some details that can be found on the front page of your invoice. Please contact support via [email](mailto:) or by calling [304-567-2121](tel:304-567-2121) if you do not have or cannot find the necessary information.

Locate your Account ID in the upper right hand corner of your invoice.

Account ID:

Locate your remittance tear-off on page 1 of your invoice and find the code (up to 11 digits) below your name in the upper right hand corner of the remittance, and enter it below. ([show me](#))

Code:

Account #: Upper right hand corner of the bill

Page: 1 of 4

Account: XXXXXXXXXXXX

Member: 000000410

Please detach and remit with your payment Payment stub at bottom of page.

Mr. Mrs. John Smith

12010382 1010382 915

11/01/19 1 304 567-2470

| | |
|-----------------------------------|-----------------|
| Total Amount Due By Nov 23 | \$140.50 |
|-----------------------------------|-----------------|

If need assistance in logging in to make a payment. Please call a customer representative and ask for an E-care login & password.

- **Pay in Person:** Bills can be paid in person at our Riverton office. Payment drop box is located at Riverton location for your convenience. Please do not place cash in drop box.
- **By Mail:** Mail your payment in the return envelope provided with each monthly bill.
- **AUTO-pay:** Pay your bill automatically from your checking, savings account, or credit card. Sign up for our convenient Autopay, please contact our office for Auto-Pay authorization form or print the form from our website and return to our Riverton office..

Important information about your FIRST bill:

Once installation is complete your invoice will be prorated for the number of days service is active in the first month. NOTE: SKSRT bills one month in advance for service. Your first bill will be one full month due in advance plus any prorated charges for days active the first month of service.

Example: Service connected on Sept 10: Bill is \$120.00 monthly. **October Bill** will have prorated charges for 20 days from September and one full month of services for October.

First Invoice charges:

| | |
|--|-----------------|
| Sept. 10th -30th (Prorated 20 days of service, \$4.00 per day x 20 days = | \$ 80.00 |
| October 1-31st -one month billed in advance. | \$120.00 |
| October Invoice | \$200.00 |

Important: Please make sure you are prepared for this first invoice, depending on when you sign up it could be as much as two months services due on the first bill.

Internet Tips/Troubleshooting

Trouble Connecting to the Internet?

Be certain the fiber optic battery power supply is plugged in. See **Battery Removal/Replacement** section of this booklet for pictures of what the power supply looks like if you are unsure. If unplugged, the telephone will work a limited time during a power outage off the battery, but the internet will not.

1. ***Try power-cycling the router:*** This can be accomplished by unplugging the electrical power cord from the back of the router from the electrical outlet.
2. ***Check Your Settings:*** First, check your Wi-Fi settings. Go to **Settings > Network & Internet > Wi-Fi. Switch Wi-Fi to the On position.**
3. ***Check Your Access Points:*** Check the cables that go to and from your router.
4. ***Go Around Obstacles:*** Walls, furniture, and other obstructions can be the reason why you're unable to go online. Moving closer to the router can re-establish the connection.
5. ***Check the Wi-Fi Name and Password:*** Check the network name and password of the network connection. If you're use to connecting automatically when in range of a router but are no longer able to, changes may have been made to the network while you're away.
6. ***Update Windows:*** Your network problems could be caused by your system. If that is the case, Windows could have possibly released a fix. Try updating your Windows machine to the latest release.
7. ***Open Windows Network Diagnostics:*** Windows has a tool called Windows Network Diagnostics that lets users troubleshoot connection issues. Go to **Windows Settings > Network & Internet > Status. Under Change Your Network Settings, click Network Troubleshooter.**

If this does not resolve your issue, please call **Tech Support: Internet/Email Trouble: 304-567-7700 or 844-481-7333**

Need to Reset your Router Password?

Below is a list of some of the most popular brands with links to step by step directions.

Linksys Router

Customer Support: 1-800-326-7114

Website: www.linksys.com

Link for directions: <https://www.linksys.com/us/support-article?articleNum=135554>

TP-Link Router

Customer support: 1-866-255-8139

Website: www.tp-link.com

Link for directions: <https://www.tp-link.com/us/support/faq/191/>

Belkin Router:

Customer Support: 1-800-223-5546

Website: www.belkin.com

Link for directions: <https://www.belkin.com/us/support-article?articleNum=8345>




NetGear Router:

Customer Support: 1-888-638-4327

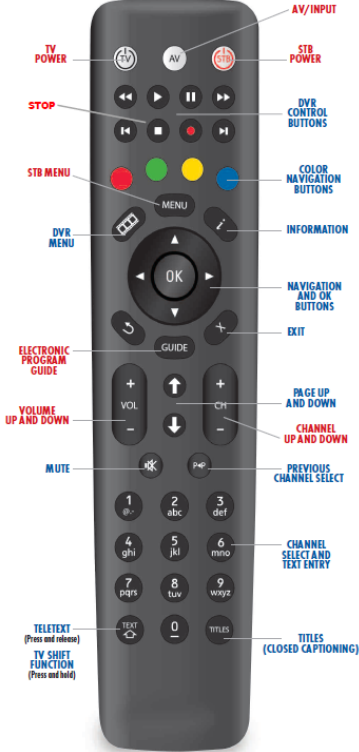
Website: www.netgear.com

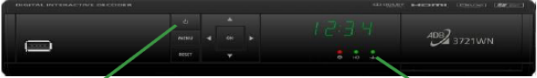


Visit: <https://kb.netgear.com/23439/How-do-I-change-my-NETGEAR-router-s-WiFi-password-or-network-name-SSID>

TV Trouble Shooting Tips

| Problem | Resolution |
|---|--|
|  <p style="text-align: center;">Amino A140 (STB) Or A540 (DVR)</p> <p style="text-align: center;">TV not working</p> | <p>Most issues you may encounter with your A140 (STB) or A540 (DVR) can be resolved by power-cycling the unit. This can be accomplished by unplugging the electrical power cord from the back of the unit or the electrical outlet. Be sure you see the red power light (A140) or green power square (A540) go dark on the front of the unit and then plug the cord back in. The red power light (A140) or green power square (A540) should now be lit. See arrows below to unplug power and reset the tv box.</p> <div style="text-align: center;">  <p style="text-align: right;">A140</p>  <p style="text-align: right;">A540</p> </div> <p>Be certain the fiber optic battery power supply is plugged in. If unplugged, the telephone will work off the battery for eight hours, but television and internet will not.</p> |
| <p>I am seeing a “no signal” message or a snowy or black screen on my TV.</p> | <p>Be sure you see the red power light (A140) or green power square (A540) lit on the front of the unit.</p> <ul style="list-style-type: none"> -If you do not see the red light or green power square lit, press the STB power button on the Amino remote and watch for the light on the front of the unit to come on. -If you still do not see programming, check to make sure the units power cord is fully plugged into the unit and into a working electrical outlet. -If you do not see the red power light or green power square lit, then try a power cord from a different Amino STB or DVR unit in your home or try a different electrical outlet. -If that power cord works, then you may have a faulty power cord and you will need to contact SKSRT for a replacement cord. If the cord replacement did not resolve your issue, then you may have a faulty unit and you will need to contact SKSRT for further troubleshooting. -If the red power light or green power square is lit, then check to make sure your TV is tuned to the correct channel (CH 3) if using a coaxial cable connection from the unit to your TV or is set to the correct TV input to receive programming from the STB or DVR unit. Common TV inputs are HDMI or Video. You may be able use the AV button on the Amino remote control to access your TVs input menu (provided the remote is programmed for your TV) or you may need to use the remote supplied by your TV manufacturer and instructions for changing the input on your TV. Check to make sure that the cable from the STB or DVR to your TV is securely plugged in. If none of the above items resolves this issue, then contact technical support for further troubleshooting. |
| <p>STB (Set Top Box) or DVR is not responding or is slow to respond to the remote control.</p> | <p>Each time you press a remote button, you should see the red power light (A140) or green power square (A540) blink and the STB power button on the remote should light up and then go dark. If you do not see this, then try new batteries in your remote. Remove the battery cover by lightly pressing on the battery cover and sliding the cover down. Install two new “AAA” batteries as shown by the diagram inside the battery compartment.</p> <ul style="list-style-type: none"> -If this does not resolve your issue, try another Amino remote you may have for another unit in your home. If that remote works, then you may have a faulty remote and you will need to contact SKSRT for a replacement. -If the other remote does not work on the STB or DVR you are having troubles with then try Power-Cycling the STB or DVR. (See Power-Cycling the STB or DVR). -If none of the above items resolves the issue, then contact SKSRT technical support for further troubleshooting. |

| | |
|---|--|
| <p>Not all channels appear in guide / not available when channel surfing.</p> | <p>Press guide button repeatedly until you see ALL as a guide option located on the left side of the screen.</p> <p>The TV on-screen guide has four options: All, Subscribed, HD</p> <ul style="list-style-type: none"> - All lists all channels whether you subscribe to them or not. - Subscribed lists only those channels that you subscribe to. - HD lists only HD channels. <p><i>Example: If the HD option is chosen you will not see standard channels in the guide, nor will they be available when channel surfing. It is recommended that you choose Subscribed as the default guide. If channels are still missing, reboot your STB to restore</i></p> <p>-If this did not resolve your issue, then try unplugging electrical power from the STB or DVR per the instructions earlier in this document. If that does not resolve your issue, please call technical support to troubleshoot further.</p> |
| <p>I am seeing a message showing enter password for _____.</p> | <p>Password is your 10-digit phone number, or you may have inadvertently logged out of the STB or DVR. It may take a few seconds for programming to return. If you see a message stating Wrong password. Please try again, then try repeating the above process. If none of these resolves your issue, please call technical support</p> |
| <p>I am not seeing Caller ID information on my TV.</p> | <p>Try unplugging the electrical cord from the back of the unit and plugging it back in. (See Power-Cycling the STB or DVR).</p> <p>-If none of these resolves your issue, please call technical support to troubleshoot further.</p> |

| | |
|---------------------|--|
| <p>Remote Guide</p> |  |
| <p></p> | <p></p> |

| Problem | Resolution |
|---|---|
| <p>ADB Box</p> <p>TV Not working?</p> | <p>3721wn</p>  <p>Power on-off button Power on indicator light (green)</p> <p>Above is the 3721wn set top box (without recorder). Use the remote power button to turn the TV on or off. Use the above button to turn the set top box on or off if desired.</p> <p>5721wnx</p>  <p>Power on indicator light (green) Power on-off button</p> <p>Above is the 5721wnx set top box with recorder. Use the remote power button to turn the TV on or off. Use the above button to turn the set top box on or off if desired.</p> <p>Power On? Confirm that the power light is green on the front of your ADB set top box (box with clock on the front). If it is red push the “STB” button and then the Power button on the ADB remote. The red light means that the set top box is turned off; the green light indicates it is on.</p> |
| <p>No Picture or Sound?</p> | <p>If your TV loses sound, picture, or freezes press the “Reset” button on the front of the set top box to the left of the clock. If you have a DVR (Digital Video Recorder), unplug the power (black cord) from the back for a few seconds and then plug it back in. The DVR box does not have a reset button on the front. This will reboot the box and will allow it to reload all settings. This process can take three or four minutes and when complete your TV will come back on to Channel 1. At this point you can go back to what you were watching.</p> <p>-If your TV is on the wrong Input or Channel, you may not have picture or sound. Should this happen, check to make sure your TV is on channel 3 if hooked up with a coax cable. You can use your regular TV remote or press the “TV” button on the ADB remote and type 03 on the keypad to get the TV back on Channel 3. This also happens when your TV is on the wrong Input for A/V inputs. To check the inputs you can use your regular TV remote or press the “TV” button on the ADB remote, and at the bottom of the ADB remote on the left side press the “TV/Video Input” button. This button will switch between inputs on your TV. Once you are on the correct Input your picture and sound should return. After your TV is back on the correct channel or Input, press the “STB button” to put the set top box back in control.</p> |
| <p>Remote Guide</p> |  <p>Power button and device setup buttons. Use the device buttons to select and control devices other than the TV.</p> <p>Controls for playback of previously recorded programs if using the ADB 5721wnx digital recorder set top box.</p> <p>Cursor keys for moving the cursor through the Minerva interface. Separate buttons for entering the program guide (guide), settings menu (menu), or information (info) on the current selection, and the exit button (exit) for leaving the current selection or menu.</p> <p>These buttons are used with the TV settings in the SETTINGS menu.</p> <p>Volume up (+) and down (-) control and channel up and down control by single channels. If viewing the guide, up and down by five channels. Also, the sound mute button (mute) and the last channel viewed button (last).</p> <p>The numeric keypad for directly selecting a channel for viewing. The channel number will be displayed in the upper right of the screen for a few seconds after pressing the OK button.</p> |

Connect your set top box to TV using one of the options below.



Good - Coaxial Cable Connect one end of the coaxial cable to RF Out on the STB and the other to the RF IN on your TV (consult your TV manual). Your TV will need to be tuned to channel 3 in order to view programming. This is a Non-HD connection.



Note: Arrow to Arrow. Arrow on the cable connector must match up to the Arrow on the box. Make sure flat area lines up. **Important:** If not matched up correctly the pins bend/break easily and the box it will not work.

Better - Analog AV cable



Composite Non-HD Video/Audio

yellow=**video**

white=**left audio**

black (black plugs into red audio on tv) =**right audio**



Component HD Video/Audio

red, blue, green=**video**

white (white to white on TV) =**left audio**

black (black plugs into red audio on tv) =**right audio**

Connect the specialized cable end to the AV output of the Set Top Box and the other ends to your TV using either composite in or component in on your TV. This will require that your TV to be set to a video input of Video or COMP in order to view programming (consult your TV manual).



Best - HDMI Cable Digital Video and audio HD delivery. Connect one end of the HDMI cable to the HDMI port on the STB and the other to your TV. This will require that your TV to be set to a video input of HDMI in order to view programming (consult your TV manual).

Connect the included power cord to the power supply port on the Set Top Box and the other end to a working electrical outlet.

Connect your set top box to TV using one of the options below. CONT.

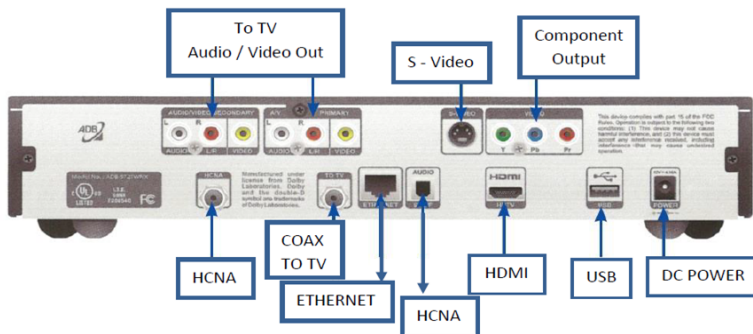
A140



A540



**ADB 5721WNX
Rear Panel View**



Power Supply: Battery Removal/Replacement

Vacation/Seasonal Homes: If your home is a seasonal/vacation we recommend the following:

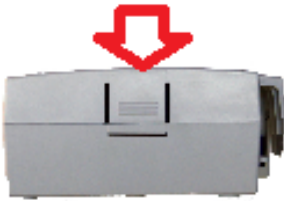
If you turn the power off or turn breakers off when vacant you must unplug the power supply and remove the battery upon leaving to prevent draining battery and damage to equipment.

CAUTION! To avoid electric shock, turn off the unit and unplug it from the AC power source before servicing the battery or installing a computer component.

We have several models of power supplies, see some examples below of how to remove/replace batteries: **Battery cover location could be on the front, bottom or back of unit, varies with different models.**



Open the battery compartment cover on the battery backup device. Depress the small clip on the front of the unit or see below



Open the battery compartment cover on the battery backup device. Depress the small textured area on the bottom of the lid or while pulling it away from the housing.

Next, release the hook-n-loop strap. Be careful to make sure the battery does not fall out! The battery is heavy and can cause damage or injury if it falls out.



Continued 

Grasping the battery with one hand, carefully remove the red and black wires from the battery terminals by pulling firmly on them with your other hand.



Holding the new battery, reconnect the red and black wires. The battery terminals are color coded, so just match the red wire to the red terminal and the black wire to the black terminal. Carefully place the battery back inside the enclosure and replace the hook-n-loop strap.

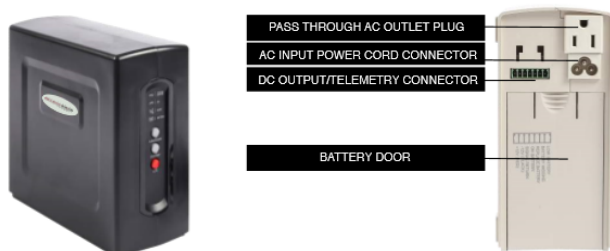


Finally, replace the battery compartment cover. Plug the power supply back into electrical outlet.



The Missing Battery and Replace Battery lights should now go out within 15 minutes.

Power Supply Battery Removal/Replacement -Continued



Color of power supply varies (beige or black).

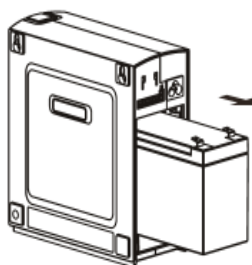
Vacation/Seasonal Homes: If your home is a seasonal/vacation we recommend the following:

If you turn the power off or turn breakers off when vacant you must unplug the power supply and remove the battery upon leaving to prevent draining battery and damage to equipment.

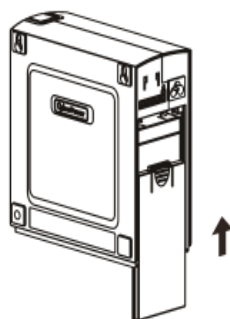
CAUTION! To avoid electric shock, turn off the unit and unplug it from the AC power source before servicing the battery or installing a computer component.



Step 1:
a. Slide off the battery cover at the back of the



Step 2:
a. Remove the battery from the enclosure.
b. Disconnect both battery cable connectors.



Step 3:
a. Install the new battery by connecting the red lead to the positive terminal and the black lead to the negative terminal.
b. Slide the battery back into the compartment.
c. Replace battery cover to resume normal operation.

NOTE: Please do not discard the batteries. Please return to SKSRT or leave old battery next to power supply so a technician can return the battery for recycling.

What is a ONT?



An **ONT** is an **Optical Network Terminal**. This device connects the fiber that has been wired to the outside of your house, to your router, TV & phone line. The **ONT** is a grey plastic box that is usually placed on an external wall. It is usually close to where the electric service enters your home.



Helpful Troubleshooting Tips:

- **Power Light:** The light should be Solid Amber if not check the Power Supply. Make sure it is plugged in and has power. Check outlet and/or breaker.
- **Transport Light:** This should be Solid Amber. If NO light please call SKSRT and let them know what lights you do see.
- **CPU:** Light should be blinking like rhythm of heartbeat. This means it is functioning properly.
- **Off Hook:** Light should NOT be on unless you're talking on phone. If light is on please check to see if a phone is off the hook. Recommend unplug all phones and see if light goes off and then plugging in one at a time or trying a phone that you know works. If this does not solve issue then please call SKSRT, it could be a wiring issue in the residence.

What is a TV/IPTV Network Switch?

TP-Link



Cisco



TV/IPTV Network Switches facilitate the sharing of TV resources by connecting multiple Set Top Boxes (STB). In some houses where multiple TV's are used the set top box network switch can be used to branch the TV signal to multiple Set Top Boxes (STB) for homes with more than one TV. This device is only used for SKSRT's STB's not for general use of computers or internet enabled TV's.

Warning **signs** for a failing **Switch** can range from **several** symptoms. Most common are power failures. Power supply gone **bad**.

- **Power cycle the box by unplugging the electrical cord to the Switch and wait a few seconds and plug the cord back in.**
- **Check to see if lights on unit are working. If not check outlet and/or breaker. If NO lights please call SKSRT and let them know.**

Spruce Knob Seneca Rocks Telephone Company

FCC 911 Battery Backup Disclosure

Backup Power for Home Phone Services during Power Outages

For many years, your home phone would allow you to stay connected to emergency voice services during a power outage. However, many of today's advanced home phone services require backup battery power to continue functioning during an outage. To avoid a disruption of telephone services including 911 emergency services, home security services, medical monitoring devices and other similar services requiring a telephone connection during an outage. SKSRT provides a standard battery backup to provide you with up to eight hours of telephone service in the event of a power outage. (see below for more information)

Cordless telephones require power and will not function during a power outage even if you have a battery backup for your SKSRT telephone equipment. SKSRT recommends that in addition to having a battery backup that you also maintain one corded phone connected directly to your in-home wiring for use in the event of a power failure. Additionally, you should always have an alternative means of dialing 911, such as a mobile telephone. If you have a monitored home alarm or medical device that uses SKSRT Fiber telephone as the communications pathway, your monitored alarm will not function during a power outage without battery backup power. It is recommended that you subscribe to an alternative communications pathway such as cellular backup for your monitored alarm or medical device. SKSRT shall have no liability for the failure of your services, including 911 services to function during a power outage, including failure due to the absence or insufficiency of battery backup power.

What Your Battery Can – and Can't – Do for You

Backup batteries for telephone service allow you to continue to use your home voice services for a limited time during a power outage. Without a backup battery or alternate backup source such as a generator, customers will not be able to make any calls, including emergency calls to 911 SKSRT's phone service. The only way to maintain the ability to use your phone is by using some form of backup power. Also, backup batteries will not directly prevent related equipment damage that may occur during extreme weather conditions or storms including lightning.

Performance and Monitoring of Your Battery

The batteries provided by SKSRT are rated to last for at least eight hours in idle mode when the battery is new. The battery is intended to enable users to make short, emergency or other urgent telephone calls. During an extended power outage, use your telephone service sparingly to preserve your battery life. The actual length of time that your telephone service will be available during a power outage depends on many variables, including, but not limited to: the amount of phone usage when the service is utilizing power from the battery backup; whether the battery backup is properly installed and charged, such as whether it has had an opportunity to fully recharge after a prior outage; the condition and age of the battery backup; and the amount of prior usage of the battery. Batteries lose capacity with age. However, actual results will vary depending on usage patterns, load, frequency of power outages, and environmental conditions, including temperature extremes and fluctuations. Failure to adhere to proper storage and usage conditions will reduce the talk time available to you in an outage and the lifespan of your battery.

Instructions for Proper Care and Use of Your Battery

If you do not store your battery correctly, it may shorten its useful life. Environmental factors such as temperature can shorten your battery's useful life. We recommend that you store your battery above 32°F and below 104°F. These batteries are rechargeable, but they will not last forever. *If your home is a Vacation/Seasonal Home and you turn the power off when vacant you must remove the battery and unplug the power supply upon leaving to prevent draining battery and damage.* Check your battery backup regularly and know when to replace the battery. Some batteries will provide either an audible alarm or display a warning light when they need to be replaced.

NOTE: If you are you are contacted by SKSRT about your battery it is imperative you contact us as soon as possible so we can arrange for a replacement battery.

Available Backup Power Options:

For backup power lasting 24 hours, customers can purchase an optional battery from SKSRT. Please contact SKSRT for more information, pricing or to order a battery please call 888-676-2121 or 304-567-2121. There may be an additional fee for the installation of the battery.

Please Visit our website for more Information:

www.sksrt.com
www.spruceknob.net

- Online Guides for TV set top boxes & remotes
- Setting up your SKSRT email on your phone
- Download & Print TV Guides
- Guide with codes to Sync your Remote to your TV
- Realtime Online TV Guide
- Log into your email
- Pay your bill Online
- How to access spam email
- SKSRT Office Contact information, address, phone & fax
- Forms- Automatic Payment Authorization forms & Letter of Authorization forms to move your phone number to SKSRT
- Customer Policies and Disclosures
- Subscriber Agreement
- FACT Sheets
- News & Updates



Email: sksrt@spruceknob.net

Locations:

Riverton Office:

17009 Mountaineer Drive, Riverton, WV 26814
Mailing Address: P.O. Box 100, Riverton, WV 26814
Phone: 304-567-2121 or 888-676-2121
Fax: 304- 567-2407

Business Hours Monday-Friday 8am-4pm

Franklin Local Contact Phone#: 304-902-9090

Pocahontas County Local Contact Phone#: 304-456-5545

Internet/Email Tech Support (24hrs x 7 days a week): 304-567-7700 or 844-481-7333

Tech Support: Monday-Friday 8am-4pm call your local office.

Emergency Repair Service: Emergency outage repair after business hours.

Phone: 304-567-8911 or 888-676-2121.